



Sector

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Laurence J. Fromm  
Title of Invention : METHOD AND APPARATUS FOR  
CONTROLLING A CONTACT CENTER  
Serial No. : 09/595,697  
Date Filed : June 16, 2000

Box MISSING PARTS  
Assistant Commissioner for Patents  
Washington, DC 20231

Sir:

Enclosed is the Notice to File Missing Parts of Application, Declaration and Power of Attorney, Verified Statement Claiming Small Entity Status form, Assignment document and Recordation form and a check in the amount of \$450.00 for the above-identified patent application.

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.  
900 Route 9 North  
Woodbridge, NJ 07095  
Telephone (732) 634-7634

DATED: Sept. 11, 2000

Jeffrey D. Kaplan  
Jeffrey D. Kaplan  
Reg. No. 34,356

JIK/pa

Enclosures

G:\KAPLAN\CELLIT, INC\PATENTS\WTFMP FOR 09-595,697.DOC

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal service as first class mail, in a postage prepaid envelope, addressed to Box MISSING PARTS, Assistant Commissioner for Patents, Washington, D.C. 20231 on Sept. 11, 2000.

Dated Sept. 11, 2000

Signed Paula M. Halsey

Print Name Paula M. Halsey



#3

## FORMALITIES LETTER



\*OC000000005315763\*

UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark OfficeAddress: COMMISSIONER OF PATENT AND TRADEMARKS  
Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/595,697	06/16/2000	Laurence J. Fromm	233/1

Kaplan & Gilman LLP  
Route 9 North  
Woodbridge, NJ 07095

Date Mailed: 08/11/2000

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

## FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is insufficient.  
*Applicant must submit \$ 345 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).*
- Total additional claim fee(s) for this application is \$690.
  - \$144 for 8 total claims over 20.
  - \$546 for 7 independent claims over 3 .
- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 1165.**

---

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE